

## ABSTRACT OF THE DISCLOSURE

A product-information providing apparatus provides, via a network, a customer device of a customer with information on a product that requires the customer to follow a predetermined operation

5 procedure to operate a predetermined function. The product-information providing apparatus includes an education giving unit that gives an education on the operation procedure of the product to the customer through the customer device, and an education history storing unit that stores a progress of the education taken by the

10 customer as a history of the education given.